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NASA Procedural Requirements

COMPLIANCE IS MANDATORY

NPR 7120.6

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Request Notification of Change (NASA Only)

Subject: Lessons Learned Process (Revalidated w/change 1, 01/22/10)

Responsible Office: Office of the Chief Engineer

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Appendix A. Lessons Learned Process Flow

A.1 NASA Lessons Learned Process. Supports the full range of NASA activities by integrating Center-level and Headquarters lessons learned resources. A process flowchart is provided in Figure A-1.

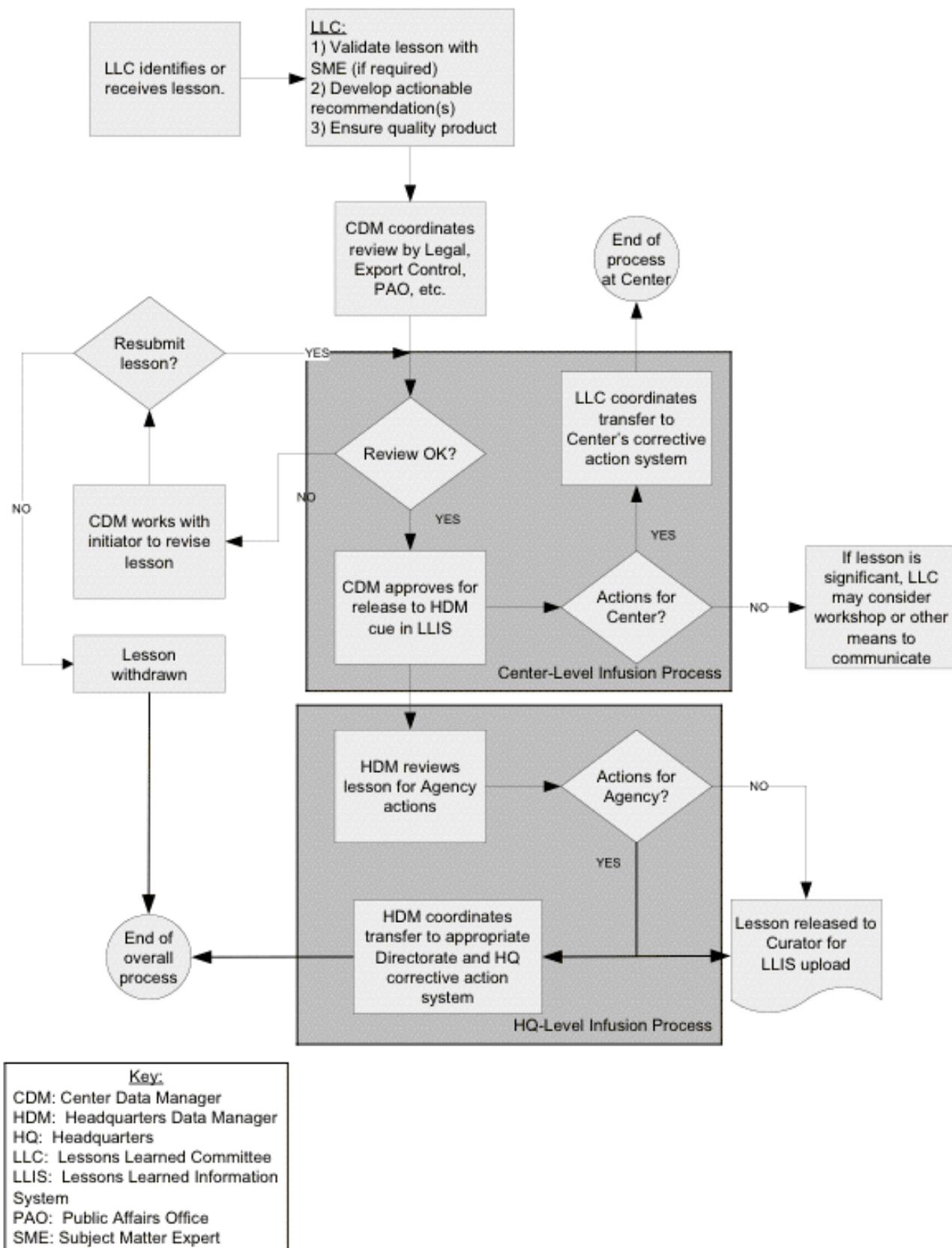
A.1.1 Collection and Processing. The collection and processing of lessons learned is administered at each Center by their LLC. The LLC, as author or recipient of lessons learned, shall develop recommendation(s) consistent with analysis of the lessons learned inputs. Recommendations should be written at a level of detail such that the recommendation is actionable and can be implemented. Actions could range from changing a plan or procedure to changes in training and so on. The LLC functions should include:

- a. Actively soliciting lessons learned material from Center, contractor, and industry sources.
- b. Reviewing significant events that impact Center mission success for their candidacy as NASA lessons learned.
- c. Validating lessons learned with subject matter experts, if required.
- d. Evaluating lessons learned submissions and developing a final lessons learned draft that includes actionable recommendations for submission to the Center Data Managers (CDM).
- e. Other procedural steps to ensure a quality product.

A.1.2 Infusion Process. A lessons learned infusion process is required to "close-the-loop" on actionable lessons learned recommendations at the Center and HQ levels.

a. Center-Level Infusion Process. The LLC ensures that lessons learned recommendations are transferred to the appropriate Center-level corrective action tracking system. In addition, the LLC promotes the use of LLIS and other means of lessons learned communication (e.g., e-mail, workshops, newsletters).

b. HQ-Level Infusion Process. The Headquarters Data Manager (HDM) ensures that lessons learned recommendations are reviewed by the appropriate mission directorate or mission support directorate and transferred to the appropriate HQ corrective action tracking system(s).

**Figure A-1. Lessons learned process flow diagram.**

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